

LOUISIANA

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2002

Total Number of Fraud and Identity Theft Complaints from Louisiana Consumers = 3,371



Fraud Complaints from Louisiana Consumers = 2,042

Top Fraud Complaint Categories for Louisiana Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	454	22%
2	Advance-Fee Loans and Credit Protection/Repair	287	14%
3	Internet Services and Computer Complaints	255	12%
4	Shop-at-Home/Catalog Sales	153	7%
5	Prizes/Sweepstakes and Lotteries	140	7%

¹Percentages are based on the total number of fraud complaints from Louisiana consumers (2,042).

Amount Paid Reported by Louisiana Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
2,042	\$1,712,116	1,676	82%	\$1,022

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by Louisiana consumers (1,676).

Top Louisiana Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
New Orleans	271
Baton Rouge	171
Shreveport	128
Metairie	119
Lafayette	70



Identity Theft Complaints from Louisiana Victims = 1,329

Identity Theft Types Reported by Louisiana Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Credit Card Fraud	604	45%
2	Phone or Utilities Fraud	290	22%
3	Bank Fraud	209	16%
4	Government Documents or Benefits Fraud	88	7%
5	Loan Fraud	82	6%
6	Employment-Related Fraud	63	5%
	Other	199	15%
	Attempted Identity Theft	120	9%

¹Percentages are based on the 1,329 victims reporting from Louisiana. Percentages add to more than 100 because approximately 20% of victims from Louisiana reported experiencing more than one type of identity theft.

Top Louisiana Identity Theft Victim Locations

Victim City	No. of Victims
New Orleans	248
Baton Rouge	113
Metairie	75
Shreveport	51
Lafayette	38